



CORRECTED 09/07/06 THIS SUPERSEDES ANY PRIOR BULLETINS

- ★ You may apply anytime.
- ★ This is an open continuous statewide examination.
- ★ You may be hired as an Office Technician (General) and/or (Typing) by any state department, after you have taken and passed the Office Technician (General) and/or (Typing) examination.

- ★ Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**
- ★ Individuals with a Limited Employment Assistance Program (LEAP) certification from the State Department of Rehabilitation, **and**
- ★ Individuals who have not taken this examination in the past 18 months, **and**
- ★ Individuals who meet the minimum qualifications stated on this examination bulletin.

- ★ The application and Training and Experience Evaluation will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications as well as provide their contact information and take the Training and Experience Evaluation on the Internet.
- ★ DO NOT SUBMIT A STATE APPLICATION FORM. APPLICATION FOR THE OFFICE TECHNICIAN (GENERAL) & (TYPING) IS CONTAINED IN THE INTERNET PROCESS. Candidates with disabilities who require special application filing and/or testing arrangements should call the State Personnel Board Examination Services Unit at (916) 653-1502 or TTY (916) 654-6336.
- ★ If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. DO NOT contact the State Personnel Board for this information. The State Personnel Board does not maintain an up-to-date list of library locations. The State Personnel Board Service Center does have Internet terminals that are available for public use at no cost. For more information, Contact the State Personnel Board Service Center at (916) 653-1705.



- ★ If you are not familiar with the Internet, you may have a friend or family member assist you. **You may apply and take the examination on the Internet by connecting to:**

<http://www.spb.ca.gov/employment/exam-start.htm>

Please note that the Internet system will be unavailable on Tuesday's between 7:00 a.m. and 1:00 p.m. Pacific Standard time for processing and maintenance. DO NOT begin the application process on the Internet during this time as your record will NOT be processed. It takes approximately two hours to complete the Application and the Training and Experience Evaluation on the Internet. If you begin the examination before 7:00 a.m., be sure to allow sufficient time to complete the examination.

## Special Testing Arrangements

- ★ Candidates with disabilities who require special application filing and/or testing arrangements should call the State Personnel Board Examination Services Unit at (916) 653-1502 or TTY (916) 654-6336.

## Minimum Qualifications:

- ★ To apply for these examinations, you must have:

### **Office Technician (General)**

#### **EITHER I**

- ★ One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### **OR II**

- ★ Education: Two years of clerical experience. (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year general education being equivalent to three months of experience; or (b) one year of education of a business or a commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

### **Office Technician (Typing)**

#### **EITHER I**

- ★ One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### **OR II**

- ★ Education: Two years of experience in typing and clerical work. (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year general education being equivalent to three months of experience; or (b) one year of education of a business or a commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)



## Special Requirement

Office Technician (Typing) only:

- ★ Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

## Examination Information

- ★ The examination consists of 100% readiness training and experience evaluation.
- ★ Candidates must receive a score of 70% or more in order to be placed on the employment list.
- ★ Names of candidates who pass the examination will remain on the employment list for 24 months (2 years).
- ★ Candidates may take this examination only once in an 18-month period.

## Scope of Examination Questions

- ★ The examination will include questions to evaluate your ability to:
  1. Perform difficult clerical work, including ability to spell correctly.
  2. Use proper English.
  3. Make arithmetical computations.
  4. Operate various office machines.
  5. Follow oral and written directions.
  6. Evaluate situations accurately and take effective action.
  7. Read and write English at a level required for successful job performance.
  8. Make clear and comprehensive reports and keep difficult records.
  9. Meet and deal tactfully with the public.
  10. Apply specific laws, rules and office policies and procedures.
  11. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
  12. Communicate effectively.
  13. Provide functional guidance.
- ★ Knowledge of:
  1. Modern office methods, supplies and equipment.
  2. Business English and correspondence.
  3. Principles of effective training.

## LEAP Program Information

- ★ The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following Websites: [www.spb.ca.gov](http://www.spb.ca.gov) or [www.rehab.ca.gov](http://www.rehab.ca.gov).

## Requirements for Admittance to the Examination

- ★ To be eligible to participate in the Limited Examination and Appointment Program, you must be an individual with a disability who (1) has a physical or mental impairment or



medical condition that limits one or more life activities such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such impairment or medical condition.

## Position Description

- ★ An Office Technician (General) and (Typing) is the advanced journey level of the clerical classes. Incumbents perform a variety of the most difficult duties and are expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

**An Office Technician (Typing)** position is distinguished from other clerical classes by being regularly required to perform typing duties as an essential part of the job which may include any combination of general office duties. Typically, typing encompasses a significant portion of the work time.

## General Information

- ★ State employees who are currently working as an Office Technician (General) and/or (Typing) with a full-time permanent appointment to the classification, may not take this examination per Government Code Section 18935(b).
- ★ Veterans preference credits will be added to the final score of competitors who pass the examination, qualify for, and have requested these points. Veterans who have already achieved permanent civil service status are not eligible to receive veterans credits. California law governs the granting of veterans preference points in open entrance and open nonpromotional examinations. Credit in an open entrance examination is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Directions for applying for these credits are on the Application for Veteran's Preference for California State Civil Service Examinations form (SPB-1093) which is available from the State Personnel Board, P.O. Box 944201, Sacramento, CA 94244-2010 and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807 and at the following website: [www.spb.ca.gov](http://www.spb.ca.gov).
- ★ The State of California is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.
- ★ If you meet the requirements stated on this bulletin, you may take this competitive examination. Possession of the minimum requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will



be compared with the performance of the others who take this test. All candidates who pass will be ranked according to their scores.

- ★ The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.
- ★ Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order:
  - 1) Sub-divisional promotional,
  - 2) Departmental promotional,
  - 3) Multi-departmental promotional,
  - 4) Service-wide promotional, or
  - 5) Open eligible list

However, departments have the option of using LEAP referral lists in conjunction with all other eligible lists. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test. The resulting eligible lists will be used only to fill vacancies in the area(s) shown on the bulletin.

- ★ General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the essential tasks of the class. A medical examination may be required. In open examinations, an investigation may be conducted of employment records and personal history, and fingerprinting may be required.
- ★ High School Equivalency: Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the general educational development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.
- ★ It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

California State Personnel Board  
801 Capitol Mall, MS 37  
Sacramento, CA 95814  
(916) 653-1502 – TTY (916) 654-6336